



May 23, 2006

RE: RFP DGS-2053 **ADDENDUM #31**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

**SECTION 6.1**

**6.1.3.4, pages 73-a,b,c.** On page 73-a, deleted third sub-bullet under the first bullet “Basic Package.” On page 73-b, deleted last bullet near the middle of the page. On page 73-c, in the first table, revised the ‘Feature Description’ for “Basic ISDN BRI Service Tier 1,” and in the second table, revised the ‘Feature Description’ for “Basic ISDN BRI Service Tier 2.”

**6.1.3.7.4, pages 87-88.** Revised list of bullets and paragraphs.

**Table 6.1.5.2.1, pages 119 and 119-a.** Added “Feature Description” to line items in the table.

**6.1.8.1.8, page 137.** Revised list of bullets.

**6.1.11.2.3.b, page 165-a.** Under “Monthly Rights and Remedies,” changed percentages to number of days.

**6.1.11.2.5, page 168.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.1.11.2.8, page 174.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.1.11.4, page 198.** Revised definition for “Average Monthly Usage Cost (AMUC).”

**6.1.12.2.7, page 210.** Removed “(per location)” from list of bullets.



## **SECTION 6.2**

**6.2 TOC.** Reissued entire table of contents for 6.2 to update page numbering.

**6.2.6.1.4, page 21.** Added “Bidder understands the Requirement...”

**6.2.6.1.4, page 22.** This page was repaginated due to the change on page 21.

**6.2.7, page 24.** Revised description for “Translator” near the middle of the page.

**Table 6.2.11.a, page 38.** Deleted three line items.

**6.2.19.1.1, page 67.** Revised first bullet.

**6.2.19.1.8, pages 72.** Revised list of bullets.

**6.2.22.2.1, page 94.** Revised end of first bullet regarding AMUC.

**6.2.22.2.3, page 98.** Under “Business Days” changed ‘5’ to ‘10’.

**6.2.22.2.4, page 99.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.2.22.2.5, page 101.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.2.22.2.6, page 103.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.2.22.2.7, page 104.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.2.22.2.11, page 110.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.2.22.4, page 118.** Revised definition for “Average Monthly Usage Cost (AMUC).”

**6.2.23.2.4, page 127.** Deleted “Location” from list of bullets.



### **SECTION 6.3**

**6.3 TOC.** Reissued entire table of contents for 6.3.

**6.3.2.2, page 11.** Revised description of “Mean Opinion Score.”

**6.3.2.2, page 12.** Revised third item at top of the page: added, “or a soft key interface.”

**6.3.2.3.4 and 6.3.2.3.5, page 15.** Revised second bullet under 6.3.2.3.4. Changed “Fax and Modem” to “Fax” under 6.3.2.3.5.

**6.3.2.3.8 and 6.3.2.3.9, page 17.** Under 6.3.2.3.8, deleted second bullet and consolidated first bullet into the paragraph. Under 6.3.2.3.9, revised the first two paragraphs.

**6.3.4, page 48.** Changed the reference near the middle of the paragraph to “Section 6.3.3.”

**6.3.4, page 49.** Changed “sites” to “metropolitan areas” near the bottom of the page.

**6.3.4.1, page 51.** Revised third item at top of the page: added, “or a soft key interface.”

**6.3.4.2.4 and 6.3.4.2.5, page 54.** Under 6.3.4.2.4, deleted “modem detection” from the third bullet. Under 6.3.4.2.5, changed “Fax and Modem” to “Fax.”

**6.3.4.2.8, page 56.** Deleted second bullet and consolidated first bullet into the paragraph.

**6.3.4.3 and 6.3.4.4, page 59.** Under 6.3.4.3, revised description of “Mean Opinion Score.” Under 6.3.4.4, revised the first two paragraphs.

**6.3.11.1.8, pages 116-117.** Revised list of bullets.

**6.3.14.2.1, page 137.** Revised end of the first bullet to change percent to number of days.

**6.3.14.2.3, page 141.** Under “Monthly Rights and Remedies,” changed percentages to number of days.

**6.3.14.2.8, page 147.** Under “Measurement Process,” added new second paragraph.

**6.3.14.2.9, page 148.** Under “Measurement Process,” added new second paragraph.

**6.3.14.2.10, page 149.** Under “Measurement Process,” added new second paragraph.



**6.3.14.2.11, page 150.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.3.14.2.12, page 151.** Under “Immediate Rights and Remedies,” changed percent to number of days.

**6.3.14.4, page 163.** Revised definition for “Average Monthly Usage Cost (AMUC).”

## **SECTION 6.4**

**Table 6.4.3.1.a, page 9.** Revised second line.

**Table 6.4.3.2.a, page 20.** Revised second line item.

**6.4.8.4, page 99.** Changed reference in third bullet to read “Section 6.4.14.”

**6.4.9.1.8, page 109.** Revised list of bullets.

**6.4.12.3.5, page 151.** In first column, deleted “On line ordering Tool Section 6.4.14.4.”

## **SECTION 7-A**

**Table 6.1.3.2.3.a, Data Transmission Service – Carrier DS1 Service and Features (M-O).** Changed the ‘Unit of Measure’ (column H) in the first line item to “Channel Termination.”

**Table 6.1.3.2.3.b, Data Transmission Service – Carrier DS1 Service and Features (D).** Changed the ‘Unit of Measure’ (column H) in the first line item to “Channel Termination.”

## **SECTION 7-D**

**Table 6.4.3.1.a, BFWA Data Channel Basic Line Rate Services and Features (M-O).** Added new, third line item for “BFWA Enhanced Line Rate Usage Charge Minute.”

**Table 6.4.3.2.a, BFWA Data Channel Enhanced Line Rate Service and Features (M-O).** Added new, third line item for “BFWA Basic Line Rate - Usage Charge Minute.”



**GENERAL NOTE**

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

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## Section 6.1

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

#### 6.1.3.4 ISDN Basic Rate Interface (BRI) (M-O)

Contractor shall provide Integrated Services Digital Network (ISDN-BRI) that offers integrated voice, data, and video transmission with the following features:

- **Basic Package**
  - **B1 Channel (64Kbps) Alternatives** - Voice, Data, Voice/Data, Idle
  - **B2 Channel (64Kbps) Alternatives** – Voice, Data, Voice/Data, Idle
- **Primary Directory Number (B1 Channel)** - Required with primary number for each ISDN line. Can be used for voice, data, or optional B Channel Packet. Can have different PIC code than other channels. Features & services can be assigned independently of other channels
- **Primary Directory Number (B2 Channel)** - Voice and/or data. B2 channel with a unique directory number. More than one primary number can be assigned to channels of an ISDN line (also referred to as "multipoint" service). Features and services can be assigned to B2 independently of B1. PIC code can be the same or different than the one assigned to B1 channel. B2 channel may be left idle
- **Additional Use of Primary Channel** - Number reused from B1 Channel. Same number being used on B1 and B2 channel. Features and services are the same as on B1 channel. B2 channel may be left idle
- **Call Information Display-** Allows End-Users to see dialed digits in the display of the equipped CPE
- **Calling Number ID Block, Call Review, Time & Display** - Blocks caller's telephone number from showing when making outgoing calls. Displays call related information on active calls or displays feature associated with buttons on set. Time and Date will be displayed on telephone set

- **Shared Directory Numbers** - An additional appearance of a primary or secondary number on another set connected to the same ISDN line. B1 channel numbers can be shared on B2 channel set and vice versa
- **Multiple Directory Numbers** - Repeated appearances on the same set of the Primary, Secondary, or Shared Directory Number. Multiple appearances work similarly to hunting
- **Additional B Channel Directory Numbers** – B channel connection. Allows connection of additional B Channels devices, over and above first 2
- **Call Transfer** – Provides call transfer, consultation hold, conference calling and hold
- **Call Transfer – Drops Call** – Drops call upon completion of a transfer
- **Information Service Call Blocking** - Prevents callers from completing 900 or 976 calls
- **Secondary Directory Numbers** – A virtual directory number that shares the channel with other numbers. May have multiple and shared appearances
- **Privacy** – prevents intervention from an End-User of a shared number coming in on a call
- **Privacy Release** – Allows a conference call between shared numbers

ISDN BRI services shall comply with all applicable ANSI, ITU and Telcordia/Bellcore Standards. ISDN BRI Service availability shall be statewide.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

The Contractor shall offer the ISDN BRI service and features detailed in Table 6.1.3.4.a

**Table 6.1.3.4.a ISDN Features (M-O)**



Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Basic ISDN BRI Service Tier 1</b>	B1 and B2 Channels as described above Includes all features described above		
Bidder's Description:			
<b>Basic ISDN BRI Usage Tier 1</b>	Per minute usage		
Bidder's Description:			
<b>Video Quality ISDN BRI Service Tier 1</b>	Video quality ISDN must be provided over a data quality network  Listed below are the minimum protocols required to be supported  H.320: The ITU standard for ISDN conferencing includes H.320 ITU Standards for Video Conferencing		
Bidder's Description:			
<b>Video Quality ISDN BRI Usage Tier 1</b>	Per minute usage		
Bidder's Description:			

The Contractor may offer the ISDN BRI service and features detailed in Table 6.1.3.4.b.

**Table 6.1.3.4.b ISDN BRI Optional Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Basic ISDN BRI Service Tier 2</b>	B1 and B2 Channels as described above		
Bidder's Description:			
<b>Basic ISDN BRI Usage Tier 2</b>	Per minute usage		
Bidder's Description:			

Service	Service Description	Meets or Exceeds ? Y/N	Document/ Location
<b>Customer Network Management CNM SNMP Service (inc. one Internet Protocol address)</b>	Simple Network Management Protocol (SNMP) Service provides a management view of the State End-User's Frame Relay network. The service provides real-time data reflecting frame relay network events. Database access via SNMP Management Information Base is also provided for retrieving configuration data. Since it is based on SNMP, it allows integration with most SNMP management Application Programs		
Bidder's Description:			
<b>Customer Network Management (CNM) Web Service (inc. one secure password)</b>	Customer Network Management (CNM) Web Service provides a secure World-Wide-Web site that the State End-User can access to obtain performance and configuration information on the Frame Relay Service. This is intended for State End-Users that need to periodically review network performance and configuration. The information is updated weekly		
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

#### 6.1.3.7.4 Managed Frame Relay (M-O)

The Contractor shall provide a frame relay network management service that provides a single point-of-contact service for network design, implementation, installation, network management, and performance monitoring.

The Contractor shall provide tailored comprehensive WAN solutions for each location based on traffic load, usage patterns, transport Requirements, and economics.

- Design, document and implement an IP addressing scheme for each managed device under Contract as needed

Equipment shall have the ability to:

- Define and implement a routing protocol for each specific LAN protocol to be routed based on traffic volumes, number of router sites or scheme that most efficiently optimizes the overall network performance
- Define prioritization schemes. Prioritization allows for certain high-priority traffic to get bandwidth/routing preference over lower priority

The Contractor shall provide and support the existing Equipment currently owned and utilized by State Agencies. The Contractor may choose to replace the existing CPE with a fully equivalent product line at no cost to the State.

The Contractor shall confirm their ability to monitor and manage the currently installed CPE listed in Exhibit 3-P of Section 3 of this RFP.

Standard services to be provided by the frame relay network management system shall include:

- 7x24 Real Time Network Monitoring
- Fault Isolation
- Software Support (Rev. levels for equipment)
- Configuration Management
- Performance Analysis

*Bidder understands the Requirement and shall meet or exceed it? Yes \_\_\_\_\_ No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

The Contractor may offer emergency restoration services as detailed in Table 6.1.5.2.1.

**Table 6.1.5.2.1 Emergency Restoration Services – Fiber Loop (D)**

<b>Feature Name</b>	<b>Feature Description</b>	<b>Meets or Exceeds? Y/N</b>	<b>Document/Location</b>
<b>Emergency Restoration Service</b>	Emergency restoration service as described above		
Bidder's Description:			
<b>Emergency Restoration Repair Labor</b>	Technical labor required to provide fiber loop repairs (Bidders are to provide all applicable labor classifications. Costs are to be provided in Section 7)		
Bidder's Description:			
<b>Emergency Restoration Repair Equipment</b>	Equipment required to facilitate fiber loop repairs (Bidders are to provide all applicable Equipment. Costs are to be provided in Section 7)		
Bidder's Description:			
<b>Emergency Restoration Repair Material Markup</b>	Mark up on material as a percentage		
Bidder's Description:			
<b>36 strand 62.5/125 um cable</b>	36 strand 62.5/125 um cable, material only		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>36 strand single mode cable</b>	36 strand 62.5/125 um cable, material only		
Bidder's Description:			
<b>6 strand 50/125 um cable</b>	6 strand 50/125 um cable, material only		
Bidder's Description:			
<b>Fiber splice trays &amp; consumables</b>	Fiber splice trays & consumables, material only		
Bidder's Description:			
<b>Laborer</b>	Laborer, labor only , includes hand tools required to complete work effort		
Bidder's Description:			
<b>Fiber Splicer</b>	Fiber Splicer, labor only, includes hand tools to complete work effort		
Bidder's Description:			
<b>Heavy Equipment Operator</b>	Heavy Equipment Operator, labor only.		
Bidder's Description:			
<b>Backhoe</b>	Backhoe, Equipment only		
Bidder's Description:			
<b>Compressor &amp; Jack Hammer</b>	Compressor & Jack Hammer, equipment only, includes tow vehicle or on site delivery/removal		
Bidder's Description:			

### 6.1.5.3 DTS Outside Plant Copper Facilities (M)

DTS/ONS owns conduit structures and copper cabling identified in Table 6.1.5.3.1. The Sacramento Facilities are available to the Contractor to provide services covered by the CALNET II Contract.

The conduit structure in Sacramento is extensive and is used for telephone access, data, and alarm circuits. DTS/ONS also uses a part of the heating and cooling tunnels in Sacramento to distribute telephone and data Facilities. An estimate of the existing Facilities is provided in Table 6.1.5.3.1, which is available to pre-qualified Bidders upon request to the Procurement Official listed in RFP Section 1.

- Provide cross-reference detail (when applicable)
- Contract Number

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.1.8.1.8 General Invoice System Requirements (M)**

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, service taxes, fees, surcharges, and surcredits, and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in Government Code and the Prompt Payment Act. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner

**6.1.11.2.3.b Service Availability (M)**

Services	Service Availability
<p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>Agency Hosted Digital Subscriber Line (DSL)*</p> <p>DSL Virtual Private Network (VPN)*</p>	<p><b>Definition</b></p> <p>Service Availability will be determined on a percentage basis of met appointments versus missed appointments.</p> <p><b>Measurement Process</b></p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service appointments met in the measurement period divided by the sum of all individual appointments made in that measurement period equals the monthly average.</p> <p><b>Objectives</b></p> <p>Monthly Average Percent by Service Type :</p> <p>Greater than 90 percent</p> <p><b>Immediate Rights and Remedies</b></p> <p>DTS/STND Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC and 3 days of the AMUC (if applicable) for all missed appointments.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC and 5 days of the AMUC (if applicable) for all missed appointments..</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC and 10 days of the AMUC (if applicable) for all missed appointments.</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.1.11.2.5 Catastrophic Outage 2 (M)**

Services	Catastrophic Outage 2				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>SONET</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p><b>Definition</b></p> <p>A total failure of a service type in a central office.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p><b>Measurement Process</b></p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <table border="1" data-bbox="685 1184 1393 1327"> <tr> <th data-bbox="685 1184 1045 1239">Tier 1</th><th data-bbox="1045 1184 1393 1239">Tier 2</th></tr> <tr> <td data-bbox="685 1239 1045 1327">Less than 30 minutes</td><td data-bbox="1045 1239 1393 1327">Less than 1 hour</td></tr> </table> <p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC and 2 days of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>	Tier 1	Tier 2	Less than 30 minutes	Less than 1 hour
Tier 1	Tier 2				
Less than 30 minutes	Less than 1 hour				



Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

#### 6.1.11.2.8 Enhanced Service Outage (M)

Services	Enhanced Service Outage
<p>Locally Based ACD</p> <p>Interactive Voice Response (IVR)</p> <p>Specialized Call Routing</p> <p>Computer Telephone Integration (CTI)</p>	<p><b>Definition</b></p> <p>The total loss of an Enhanced Service at a single End-User location</p> <p><b>Measurement Process</b></p> <p>The outage start shall be determined by the application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each Enhanced Service affected by the common cause. Each Enhanced Service shall be considered unavailable from the first notification until the Contractor determines the Enhanced Service is restored. Any Enhanced Service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p><b>Objectives</b></p> <p>Less than 4 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of the TMRC and 3 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single Enhanced Service Outage</p>

#### 6.1.11.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability Percentage	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 1 CAT 1	The total loss of either the service or circuits, 25 or greater at the same address location, or any single OCX.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Premise Based ACD, Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a circuit or service, for more than twelve (Tier 2) or twenty-four hours (Tier 1).
Major Fault	Defined as trouble tickets opened with the Contractor's helpdesk: On five (5) or more physical circuit (DS-1 or higher speed) at the same address location. Or The loss of 2 or more service types to a single End-User at the same address location.

**6.1.12.2.7 Service Location Report (M)**

The Service Location Report shall provide, at a minimum, the following information:

- Report period
- Agency ID
- Agency name
- Service type
- Service identifier code
- Transport type (e.g., DS0, DS1)
- Service Address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Circuit/phone number quantity
- Agency billing number (Desirable)
- Features associated to each service ordered (Desirable)
- Permanent Virtual Circuit or Virtual path quantities (when applicable)
- Committed Information Rate
- Total Minutes (when applicable)

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

## Section 6.2

## Section 6.2 Long Distance Services for Voice – MODULE 2

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The “Tracking for Agents” Software shall also provide historical tracking of individual agent performance, including:

- Total number of calls answered by LDN, by queue, and by account code
- Agent time tracking (logged on, status, logged off, etc.)
- Average number of calls answered per hour
- Average duration of calls
- Average of hold time
- Percentage of time available, on call, on hold, idle
- Incremental breakdown of duration of calls

All data shall be provided in a spreadsheet or comma delineated format so that Customers may prepare Ad Hoc reports.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

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*Description:*

The Contractor shall offer the Network ACD MIS tracking features detailed in Table 6.2.6.1.4.a.

**Table 6.2.6.1.4.a Network ACD Management Information System Tracking for Each Call Center (M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>MIS for Network ACD (up to 8 agents)</b>	MIS for ACD as described above for up to 8 agents		
Bidder's Description:			
<b>MIS for Network ACD (up to 24 agents)</b>	MIS for ACD as described above for up to 24 agents		
Bidder's Description:			
<b>MIS for Network ACD (up to 48 agents)</b>	MIS for ACD as described above for up to 48 agents		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>MIS for Network ACD (up to 96 agents)</b>	MIS for ACD as described above for up to 96 agents		
Bidder's Description:			
<b>MIS for Network ACD (up to 192 agents)</b>	MIS for ACD as described above for up to 192 agents		
Bidder's Description:			
<b>MIS for Network ACD ( over 192 agents)</b>	MIS for ACD as described above for over 192 agents		
Bidder's Description:			

The Contractor may offer the ACD MIS tracking features detailed in Table 6.2.6.1.4.b.

**Table 6.2.6.1.4.b ACD Management Information System Tracking for Each Call Center (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Additional unsolicited features offered by the Bidder:</b>			
Bidder's Description:			

#### **6.2.6.1.5 Network Call Center Maintenance (M)**

Call Center Maintenance includes Hardware and Software maintenance for Call Centers (Contractor's Equipment only, including upgrades and routine maintenance procedures, etc). Call Center Maintenance shall include maintenance for the associated Network Based Interactive Voice Response (IVR) and Computer Telephone Integration (CTI) applications.

Standard ACD, IVR, and CTI Systems will include On-Site Call Center Maintenance Monday through Friday from 7am to 6pm Pacific Time at no additional charge. An expert level technician shall respond by phone to provide troubleshooting assistance within one hour of Customer opening trouble ticket. This support shall be available Monday through Friday from 7am to 6pm Pacific Time at no additional charge for the Equipment and services provided for ACDs, IVRs, Specialized Call Routing (SCRs), and CTIs.

The Contractor may offer the additional Network Call Center Maintenance Options detailed in Table 6.2.6.1.6.b.

**Table 6.2.6.1.6.b Additional Network Call Center Maintenance (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Additional unsolicited features offered by the Bidder:</b>			
Bidder's Description:			

## 6.2.7 NETWORK BASED INTERACTIVE VOICE RESPONSE (IVR) SYSTEM (M-O)

The Contractor shall provide a network based IVR System that gives callers specific information or accepts an order based on specific information input by callers using speech recognition or DTMF tones.

Contractor shall provide the following applications of IVR:

**Automated Attendant** - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service.

**Translator** - Voice response informing the caller of the new phone number.

**Names Directory** - Allows callers to spell a name using the telephone keypad, and then have the IVR System read back the name and transfer the call to that person's telephone.

**Voice Library** - Provides playback of voice recorded 'library' of information.

**Intelligent Call Transfers** - Transfer callers based on time-of-day, day-of-week, language, or zip code.

**Call Progress Detection** – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played.

**Maintenance** – See Section 6.2.6.1.5

The Contractor shall offer the Operator Services detailed in Table 6.2.11.a.

**Table 6.2.11.a Operator Services (M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Operator assisted calls</b>	Calls that are completed using an operator.		
Bidder's Description:			

The Contractor may offer the Operator Services detailed in Table 6.2.11.b.

**Table 6.2.11.b Operator Services (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Foreign Language Operators</b>	Operator assistance shall be provided in numerous foreign languages. Bidders are to list languages provided.		
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

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#### **6.2.19.1.1 Invoicing System Requirements (M)**

The Contractor's billing System shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) \_\_\_\_\_
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, or services within the department
- Upon receipt of a service disconnect request the closing bill details shall be generated on the next billing cycle
- Ability to charge for a previous month(s) service and provide the accurate dates of service
- Invoice summary reports
- Ability to add new services and invoice accurately
- Automatic internal bill back. (Using an account code assigned to a Customer, project, division, etc., the person dialing a long distance call must enter a code so the 'call accounting System' can calculate and report on the cost of that call at the end the month or designated time period)
- The Contractor shall provide Customers with the option to receive and pay monthly billing for contracted services via electronic transmission following the American National

#### 6.2.19.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in Government Code and the Prompt Payment Act. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid.
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controllers Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e. Catastrophic Outage). In each instance a trouble ticket shall be assigned and monitored until service is restored.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

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#### **6.2.22.2 Network Service Level Agreements (M)**

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.2. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.2.

##### **6.2.22.2.1 General Requirements (M)**

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC), plus any applicable AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies Customers for similar services offered through tariffs,

**6.2.22.2.3 Calling Card Provisioning (M)**

Services	Business Days	Calling Card Provisioning
Billed Monthly Calling Cards	<p>For Transition: Contracted Service Project Work (Section 6.2.25.1)</p> <p>Following Transition: Orders under 500 – 10 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p><b>Definition</b></p> <p>Provisioning is defined as issuing new Calling Cards on or before the due dates.</p> <p><b>Measurement Process</b></p> <p>Individual Order: The duration of time beginning when an order is placed for a calling card(s) and delivery of and activation of the ordered card(s) following account setup.</p> <p><b>Objective</b></p> <p>Activated cards delivered to the Customer within the timeframes</p>
Limited Usage Calling Cards	<p>Orders under 500 – 15 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p><b>Immediate Rights and Remedies</b></p> <p>\$1 per card per day that each card is not activated and delivered to the Customer within the required time frames.</p> <p><b>Monthly Rights and Remedies:</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*



**6.2.22.2.4 Catastrophic Outage 2 (M)**

Services	Catastrophic Outage 2
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based Automatic Call Distributor (ACD)</p> <p>Network Based Interactive Voice Response(IVR)</p> <p>Network Based Specialized Call Routing (SCR)</p> <p>Computer Telephone Integration (CTI) for Network Based ACD</p> <p>Toll Free Service</p> <p>900 Service</p>	<p><b>Definition</b></p> <p>A total failure of a service type.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p><b>Measurement Process</b></p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <p>Less than 30 minutes</p> <p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-UserEnd-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

**6.2.22.2.5 Catastrophic Outage 3 (M)**

Services	Catastrophic Outage 3
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p> <p>Toll Free Service 900 Service</p>	<p><b>Definition</b></p> <p>A failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network resulting in the total loss of more than one service type, or the loss of any service type on a System wide basis.</p> <p><b>Measurement Process</b></p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <p>Less than 15 minutes</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

**6.2.22.2.6 Enhanced Service Outage (M)**

Services	Enhanced Service Outage
<p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p>	<p><b>Definition</b></p> <p>The total loss of an Enhanced Service at a single End-User location</p> <p><b>Measurement Process</b></p> <p>The outage start shall be determined by the network or application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each Enhanced Service affected by the common cause. Each Enhanced Service shall be considered unavailable from the first notification until the Contractor determines the Enhanced Service is restored. Any Enhanced Service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p><b>Objectives</b></p> <p>Less than 4 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single Enhanced Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

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*Description:*

#### **6.2.22.2.7 Excessive Outage (M)**

<b>Services</b>	<b>Excessive Outage</b>
Intra-LATA, Intrastate, Interstate Long Distance Calling  Network Based ACD  Network Based Interactive Voice Response (IVR)  Network Based Specialized Call Routing  Computer Telephone Integration for Network Based ACD  Toll Free Service  900 Service	<p><b>Definition</b></p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service for 12 or more hours.</p> <p><b>Measurement Process</b></p> <p>The service is unavailable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p><b>Objectives</b></p> <p>Less than 12 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>100 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 12 hours.</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

**6.2.22.2.11 Time To Repair (TTR) – Network Dialing Services (NDS) (M)**

Services	Time To Repair (TTR) – Network Dialing Services (NDS)
Audio Conferencing Intra-LATA, Intrastate, Interstate, International Long Distance Calling Toll Free 900 Service	<p><b>Definition</b></p> <p>A TTR-NDS shall be defined as a trouble ticket opened with the Contractor's helpdesk when the Customer is unable to place calls.</p> <p><b>Measurement Process</b></p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service shall be considered unavailable during the time the trouble ticket is recorded as open in the Contractors trouble ticket System minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24.</p> <p><b>Objectives</b></p> <p>Less than 6 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>10 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 6 hours.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### 6.2.22.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a System wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Network Based ACD, Network Based Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for 12 or more hours.
Response Duration	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled or scheduled upgrades
Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractor's trouble ticket System minus stop clock conditions. This SLA is applied per occurrence.
Total Monthly Recurring Charges (TMRC)	All charges that comprise the total monthly reoccurring charges per service.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

- Date(s) of outage
- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (unique identifier)
- SLA type
- Phone Number

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.2.23.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)**

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID

## Section 6.3



## Section 6.3 Internet Protocol Services – MODULE 3

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**Technical Requirements** - The service shall meet the technical Requirements listed below. Performance shall be verified through reports provided by the Contractor.

**Availability** – 99.2 percent

**Measurement** – Adhere to the Requirements set forth in Section 6.3.14.2

**Jitter (delay variance)** – Less than 15 ms

**Packet Loss** – Maximum .5 percent

**Latency/Delay** – 130 ms one way

**Mean Opinion Score** ITU P.800 – 3.6 or above (or equivalent industry standard measurement)

**Dial Tone Delay** – Not to exceed 3 seconds for any call

**Call Setup Time** – Not to exceed 3 seconds for any call

**Echo Cancellation** – Embedded echo cancellation to published ITU-T recommendations

**Grade of Service** - P.01

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.3.2.2 Hosted Standalone IP Telephony Business Line Service Customer Provided Equipment (CPE) (M-O)**

The Contractor shall provide a full turn-key solution that includes all CPE. Due to the complexity and multiple possible network solutions, the Contractor shall supply IP Telephone sets specifically for this service. Additionally, Bidder's are to indicate compatibility/interoperability of this CPE with the Converged Services IP Telephony Requirements in Section 6.3.4.1.

IP telephone set will include the following minimum features:

Message waiting indicator

Speaker function

Ring volume control

Minimum 6 Programmable function keys or a soft key interface

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

Contractor shall offer the hosted standalone IP telephony business line service CPE detailed in Table 6.3.2.2.a.

**Table 6.3.2.2.a – Hosted Standalone IP Telephony Business Line Service Customer Provided Equipment (M-O)**

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Single Line IP Phone Set</b>	Single line IP phone set with single line appearance or directory number		
Bidder's Description:			
<b>Multi Line IP Phone Set</b>	Multi Line IP Phone set with minimum of 4 line appearances in addition to the programmable buttons in the basic package		
Bidder's Description:			
<b>Multi Line IP Phone Set with LCD Display</b>	Multi Line IP Phone set with minimum of 4 line appearances with LCD display in addition to the programmable buttons in the basic package		
Bidder's Description:			

**6.3.2.3.4 Tone Processing (M)**

The Contractor shall provide Tone Processing that will:

- Provide reliable tone detection with no 'false detects' and no 'failure to detects'
- Provide different detection Requirements based on network application and system architecture: dial digits, fax detection, and call progress tones

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.2.3.5 Fax Support (M)**

The Contractor shall provide fax support that will:

- Provide Auto Detection of voice or fax
- Provide Facsimile over TCP/IP
- Provide Fax Messaging

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*



**6.3.2.3.8 Network Management (M)**

The Contractor shall provide Network management that will provide Per-channel statistics and status reporting, real-time trace and diagnostics capabilities.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.2.3.9 Hosted Standalone IP Telephony Security (M)**

The Contractor shall provide security measures that detect and prevent unauthorized access to the network.

Contractor shall address their proposed security measures to prevent security breaches such as but not limited to:

- Denial of Service (DoS)
- Invasion of Privacy
- Man-in-the-Middle (MITM) attacks
- Protocol specific security vulnerabilities (e.g. SIP)

The Contractor shall ensure security practices and policies are updated and audited regularly.

**Quality of Service Objectives:**

Availability shall be 99.2 percent and shall be met through adherence to the following measurements. This shall apply to services provided on backbone network between IP router ports offered by the service provider.

- Packet loss shall be less than .5 percent (five tenths of one percent)
- Jitter shall be less than 15 milliseconds in all cases

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.4 CONVERGED SERVICES, IP TELEPHONY SERVICES (M-O)**

The State seeks a WAN solution that will connect to Customer's Local Area Networks (LANs) allowing for migration to a converged environment. This service will allow for the ordering/provisioning of hosted voice and data over a single IP network interface. This service shall be interoperable with and traverse successfully across the PSTN and subscribing Customer's firewalls and security layers. The proposed design shall be network based where all major components reside at a central office or off premises location. The transport shall be acquired as identified in Section 6.3.3. Bandwidth Requirements shall be determined by the ITU compression mechanisms defined by the Bidder's network design. The phones shall be provided by the Contractor but will connect directly to the Customer's infrastructure/network. No long distance fees shall apply between service areas. All off-net toll and toll free services shall be provided through the Module 3 Contractor.

The Contractor shall comply with the local number portability regulations and emergency service Requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

The Contractor's proposed Voice over Internet Protocol Transport supporting the Converged Services, IP Telephony services shall conform to the following Standards as applicable:

- IETF RFC 2132 for DHCP
- IETF RFC's 2916 ENUM, 2806
- IPv4. IPv6 when and where offered commercially by the Contractor
- IETF RFC 1349 ToS, 2474, 2475 DiffServ
- ITU-T E.164
- ITU-T G.711, G.723.x, G.726, G.728, or G.729.x
- ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor
- ITU-T P.800 series of Standards for telephone transmission quality.
- ITU-T T.30, T.37 and T.38, Group III fax
- Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor
- IETF RFC 3550 Real-Time Transport Protocol (RTP)
- IETF RFC 2205 Resource Reservation Protocol (RSVP)
- IETF RFC 3261 SIP (Session Initiation Protocol) when and where offered commercially by the Contractor.
- IETF RFC 768 User Datagram Protocol (UDP).

For design purposes, the Contractor shall use the information below to create a service proposal design.

The model consists of 6 separate metropolitan areas with a combined total of 80,000 end-users. Locations and headcounts are as follows:

- Sacramento 20,000 phones
- Los Angeles 20,000 phones
- San Francisco 16,000 phones

- Speaker function
- Ring volume control
- Minimum of 6 programmable function keys or a soft key interface

Bidders are to indicate compatibility/interoperability of the Converged Services IP Telephony CPE with the Hosted Standalone CPE IP telephone sets identified in Table 6.3.4.1.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

Contractor shall offer the Converged Services, CPE basic IP telephone Hardware features detailed in Table 6.3.4.1.a.

**Table 6.3.4.1.a Converged Services, Customer Provided Equipment Basic IP Phone Hardware Features (M-O)**

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Basic Single Line IP Phone Set</b>	Support of a single line or directory number		
Bidder's Description:			
<b>Multi Line IP Phone Set</b>	Support of minimum of 4 line appearances and/or speed dials		
Bidder's Description:			
<b>Multi Line IP Phone Set with LCD Display</b>	Support of minimum of 4 line appearances and/or speed dials with LCD display		
Bidder's Description:			

**6.3.4.2.4 Tone Processing (M-O)**

The Contractor shall provide tone processing that will:

- Provide reliable tone detection with no 'false detects' and no 'failure to detects'
- Provide bi-directional tone detection and generation in cases where the Customer premises Equipment does not perform these functions
- Provide different detection Requirements based on network application and system architecture: dial digits, fax detection, and call progress tones

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.4.2.5 Fax Support (M-O)**

The Contractor shall provide fax support that will:

- Provide auto detection of voice or fax
- Provide facsimile over TCP/IP
- Provide fax messaging

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.4.2.8 Network Management (M-O)**

The Contractor shall provide network management that will provide per-channel statistics and status reporting, real-time trace and diagnostics capabilities.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.4.3 Converged Services, IP Telephony Business Line Services (M-O)**

The Contractor shall provide basic call features as follows:

**Call Transfer** - Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator

**Call Park** - Allows a call to be parked at a subscriber's number for retrieval by another subscriber line. The capability can be administered on a station basis according to the subscribing Agencies needs

**Call Pickup** - Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group

**Conference** - Allows a voice station End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance. (Indicate the limit of phones that can be conferenced)

**Call Hold** - Provide the ability to put a caller on hold and retrieve them from the hold state

**Call Forward – Busy Don't Answer** - Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be

**Latency/Delay** – 130 ms one way

Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)

**Dial Tone Delay** – Not to exceed 3 seconds for any call

**Call Setup Time** – Not to exceed 3 seconds for any call

**Echo Cancellation** - Embedded echo cancellation to published ITU-T recommendations

Grade of Service – P.03

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.3.4.4 Converged Services, IP Telephony Security (M)**

The Contractor shall provide security measures that detect and prevent unauthorized access to the network.

Contractor shall address their proposed security measures to prevent security breaches such as but not limited to:

- Denial of Service (DoS)
- Invasion of Privacy
- Man-in-the-Middle (MITM) attacks
- Protocol specific security vulnerabilities ( e.g. SIP)

The Contractor shall ensure security practices and policies are updated and audited regularly.

- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due
- Reference the State's Service Request (STD.20) number or the local government's purchase order number (PON) for related order activity
- Contractor will add to invoices all applicable federal, state and local tax and surcharges as allowed by this Contract
- Provide cross-reference detail (when applicable)
- Contract Number

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.3.11.1.8 General Invoice System Requirements (M)**

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in Government Code and the Prompt Payment Act. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid
-



- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to services taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.3.14.2 Network Service Level Agreements (M)**

SLAs have been established for various aspects of the network Requirements of this Module 3. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.3.

##### **6.3.14.2.1 General Requirements (M)**

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC) plus 2 days of of the AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights

**6.3.14.2.3 Service Availability Percentage (M)**

Services	Availability Percentage
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p>
Hosted Standalone IP Telephony Voice Mail Services	<p><b>Measurement Process</b></p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p>
Hosted Standalone IP Telephony Audio Conferencing Service	<p>Monthly Network Availability (%) = <math>1 - \frac{[(\text{total minutes of connection outage per month}) / (\text{days in month} \times 24\text{hours} \times 60\text{mins})]}{1} \times 100</math>.</p>
IP Transport for Converged Services	<p><b>Objectives</b></p> <p>99.2 percent</p>
Converged IP Telephony Business Line Services	<p><b>Immediate Rights and Remedies</b></p>
Converged IP Voice Mail Services	<p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>
Converged Managed IP Audio Conferencing	<p><b>Monthly Rights and Remedies</b></p>
Managed IP Video Conferencing Services	<p>First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC and 2 days of the Average Monthly Usage Cost (AMUC).</p>
Unified Messaging	<p>Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC and 2 days of the AMUC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC, and 2 days of the AMUC.</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes \_\_\_\_\_ No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

**6.3.14.2.8 One-Way Transmission Delay (M)**

Services	One-Way Transmission Delay
Hosted Standalone IP Telephony Services	<p><b>Definition</b></p> <p>Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff ("CCH to CCH").</p>
Converged Services, IP Telephony Services	<p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay fails to meet the committed level. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>less than 130 ms one way</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes \_\_\_\_\_ No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

**6.3.14.2.9 Jitter (M)**

Services	Jitter
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>Converged IP Telephony Business Line Services</p>	<p><b>Definition</b></p> <p>Variations in transfer delay measured from the CCH to the remote CCH.</p> <p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards (calculations defined in: IETF RFC 3550 RTP, RFC 3611 RTP), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>Less than 15 ms</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.14.2.10 Packet Loss (M)**

Services	Packet Loss
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>IP Transport for Converged Services</p> <p>Converged IP Telephony Business Line Services</p>	<p><b>Definition</b></p> <p>Packet loss is measured from Contractor's hand off to Customer at each end of data channel.</p> <p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data packet loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards (e.g. protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>0.5 percent maximum packet loss</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.14.2.11 IP Contact Center Service Outage (M)**

Services	IP Contact Center Service Outage
Computer Telephone Integration for IP Network Based ACD  IP Network Based ACD  IP Network based Interactive Voice Response/Call Router (IVR)  IP Network Based Specialized Call Routing	<p><b>Definition</b></p> <p>The total loss of an IP Contact Center Service at a single End-User location.</p> <p><b>Measurement Process</b></p> <p>The outage start shall be determined by the application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each IP Contact Center service affected by the common cause. Each IP Contact Center service shall be considered unavailable from the first notification until the Contractor determines the IP Contact Center service is restored. Any IP Contact Center service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p><b>Objectives</b></p> <p>Less than 4 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single IP Contact Center Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.14.2.12 Excessive Outage (M)**

<b>Services</b>	<b>Excessive Outage</b>
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours.</p> <p><b>Measurement Process</b></p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p><b>Objectives</b></p> <p>Less than 12 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing.</p> <p>100 percent of the TMRC per occurrence and 2 days of any applicable AMUC for each service out of service greater than 12 hours.</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>
Hosted Standalone IP Telephony Voice Mail Services	
Hosted Standalone IP Telephony Audio Conferencing Service	
IP Transport for Converged Services	
Converged IP Telephony Business Line Services	
Converged IP Voice Mail Services	
Converged Managed IP Audio Conferencing	
IP Video Conferencing	
IP Based ACD	
IP Based Interactive Voice Response/Call Router (IVR)	
IP Based Specialized Call Routing	
IP Based Computer Telephone Integration	
Unified Messaging	

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*



#### 6.3.14.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability percent	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 1 CAT 1	The total loss of service to 50 or greater End-Users at the same address.
Catastrophic Outage 2 CAT 2	A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a network wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for more than twelve hours
IP Contact Center Service Outage	The total loss of an IP Contact Center Service at a single End-User location.
Jitter	Variations in transfer delay measured from Contractor to Customer hand-off to remote Contractor to Customer hand-off (CCH to CCH).
Mean Time to Respond	The time it takes the Contractor to call back the Customer acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
Packet Loss	Packet loss measured from Contractor's hand off to Customer at each end of data channel.
Response Duration from Receipt of Order	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades

## Section 6.4

Contractor shall offer the BFWA data channel basic line rate service and features detailed in Table 6.4.3.1.a.

**Table 6.4.3.1.a BFWA Data Channel Basic Line Rate Service and Features (M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Wireless Data Channel Basic Line Rate (1 end point) – Monthly Service Fee</b>	BFWA solution as a service at 100Kbps as described above.		
Bidder's Description:			
<b>BFWA Basic Line Rate – Usage Charge Kilobyte</b>	BFWA usage charge. May or may not apply. Bidders are to describe how the usage charge will apply.		
Bidder's Description:			

Contractor may offer the BFWA data channel basic line rate service and features detailed in Table 6.4.3.1.b.

**Table 6.4.3.1.b BFWA Data Channel Basic Line Rate Service and Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Expedite Option</b>	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
<b>Portability Option</b>	BFWA solution as a service at 100Kbps as described above with the ability to easily deploy in a temporary non fixed environment.		
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
Bidder's Description:			

- Sacramento
- Los Angeles
- San Francisco
- San Diego
- San Jose
- Oakland

A service area is defined as within the city limits of each city identified.

This service is not required to be available at time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

Contractor shall offer the BFWA data channel enhanced line rate service and features detailed in Table 6.4.3.2.a.

**Table 6.4.3.2.a BFWA Data Channel Enhanced Line Rate Service and Features (M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>BFWA Data Channel Enhanced Line Rate (1 end point) – Monthly Service Fee</b>	BFWA solution as a service at 200Kbps as described above.		
Bidder's Description:			
<b>BFWA Enhanced Line Rate - Usage Charge Kilobyte</b>	BFWA usage charge. May or may not apply. Bidders are to describe how the usage charge will apply.		
Bidder's Description:			

- Determine required network management applications and interface Requirements

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.4.8.4 Provisioning and Implementation Requirements (M)**

Customers will place service orders through electronic means, or by direct provisioning of services procured through this Contract. Customer posted electronic service orders shall be processed on a less than one-day cycle.

Contractor shall, at a minimum at no cost to the State:

- Provide the State with a means to order services as described in Section 6.4.8.4
- Perform all activities associated with the receipt, logging, task identification, scheduling, and completion notification of Agency service requests
- Develop and enter data, and maintain an inventory of Agency services to support the tools and reports described in Section 6.4.14
- Provide an electronic means of receiving valid service orders from agents of authorized Customers
- Provide a means to validate that the Customer is authorized to initiate a service request based on the current ATR master file
- Provide a positive acknowledgment of receipt of a valid Customer service request

- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in Government Code and the Prompt Payment Act. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to those service taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS

**6.4.12.3.5 Tool Availability (M)**

<b>Administrative Tools, Reports and Applications</b>	<b>Tool Availability</b>
<p>Public Web Site Section 6.4.14.1</p> <p>Private Web Site Section 6.4.14.2</p> <p>Customer Trouble Ticket and Tracking System Section 6.4.14.3</p> <p>Fiscal Management Database(s) Section 6.4.13.1</p>	<p><b>Definition</b></p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled Uptime is based on 7x24 number of days in the month.</p> <p><b>Measurement Process</b></p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.4.12.2.2 shall apply.</p> <p>The Availability percentage shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p><b>Objectives</b></p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>\$400 per month, per tool</p> <p><b>Customer Rights and Remedies</b></p> <p>Escalation to DTS/ONS</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

# Section 7-A



**Cost Table 6.1.3.2.3 Data Transmission Service - Carrier DS1 Service and Features**

## 6.1.3.2.3.a, Data Transmission Service - Carrier DS1 Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	DS1 Tier 1 Service			225	\$ -		Channel Termination	16,000	\$ -	N/A	N/A	N/A	\$ -
2	Variable Mileage for Dedicated Transport Services (Excludes Frame Relay and ATM)		N/A	N/A	N/A		per mile	75,000	\$ -	N/A	N/A	N/A	\$ -
3	Customer Network Reconfiguration		N/A	N/A	N/A		Monthly	15	\$ -	N/A	N/A	N/A	\$ -
4	Out-of-State DS1-Service			5	\$ -		Call	100	\$ -	N/A	N/A	N/A	\$ -
5	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
6	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## 6.1.3.2.3.b, Data Transmission Service - Carrier DS1 Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
7	DS1 Tier 2			75	\$ -		Channel Termination	5,000	\$ -	N/A	N/A	N/A	\$ -
8	Expedite Option			50	\$ -	N/A	Circuit	N/A	N/A	N/A	N/A	N/A	\$ -
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
15	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## Section 7-D

**Cost Table 6.4.3.1 BFWA Data Channel Basic Line Rate Services and Features**

Table 6.4.3.1.a, BFWA Data Channel Basic Line Rate Services and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Wireless Data Channel Basic Line Rate (1 end point) - Monthly Service Fee			15	\$ -		Channel	500	\$ -	NA	NA	NA	\$ -
2	BFWA Basic Line Rate - Usage Charge		NA	NA	NA		Kb	5,000,000	\$ -	NA	NA	NA	\$ -
3	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
4	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Table 6.4.3.1.b, BFWA Data Channel Basic Line Rate Services and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Expedite Option			N/A	N/A		occurrence	N/A	N/A	N/A	N/A	N/A	N/A
2	Portability Option			N/A	N/A		occurrence	N/A	N/A		N/A	N/A	N/A
3				N/A	N/A			N/A	N/A		N/A	N/A	N/A
4				N/A	N/A			N/A	N/A		N/A	N/A	N/A
5				N/A	N/A			N/A	N/A		N/A	N/A	N/A
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
12	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.4.3.2 BFWA Data Channel Enhanced Line Rate Service and Features**

Table 6.4.3.2.a, BFWA Data Channel Enhanced Line Rate Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	BFWA Data Channel Enhanced Line Rate (1 end point) - Monthly Service Fee			8	\$ -		channel	250	\$ -	N/A	N/A	N/A	\$ -
2	BFWA Enhanced Line Rate - Usage Charge		N/A	N/A	N/A		Kb	2,500,000	\$ -	N/A	N/A	N/A	\$ -
3	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
4	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Table 6.4.3.2.b, BFWA Data Channel Enhanced Line Rate Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5	Expedite Option			N/A	N/A		occurrence	N/A	N/A	N/A	N/A	N/A	N/A
6	Portability Option			N/A	N/A		occurrence	N/A	N/A	N/A	N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
17	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -